Appendix 1 to
First Amendment of
Master Services Agreement

DIR-ESS-TGOV-SVCS-254

January 3, 2019

State of Texas

Department of Information Resources

Exhibit 2.1.3

Statement of Work

Texas.gov Services
DIR-ESS-TGOV-SVCS-254

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Contract Change Log

Amendment/CCR #	Date	Description of Changes
First Amendment/ CCR ####	TBD	• Added language to further clarify that the My Government My Way Work Order details contained here in are a point in time reference.

1 INTRODUCTION

The following documents comprise the entire Statement of Work (SOW) for the Texas.gov Request for Offer (RFO):

1. Exhibit 2.1.1 – Cross Functional Statement of Work
2. Exhibit 2.1.2 – Payment Services Statement of Work
3. Exhibit 2.1.3– Texas.gov Statement of Work
4. Exhibit 2.2 – Termination Assistance Services
5. Exhibit 2.3 – IT Service Management Continuity

The Successful Respondent shall follow the instructions contained within these and all other RFO and Master Service Agreement (MSA) documents, including all Exhibits.

1.1 General

As of the Commencement Date, Successful Respondent will be responsible for providing Texas.gov Services as described in this Statement of Work. The Successful Respondent will provide Texas.gov Services for the Application Software described in **Exhibit 4.4 Assets**, as it may be amended from time to time or supplemented through the Change Control. Additionally, the Successful Respondent is responsible for replicating all existing applications and capabilities not currently owned by the state.

Successful Respondent will be responsible for providing Texas.gov Services for the Texas.gov Applications existing as of the Commencement Date (as described in the preceding paragraph) and those Applications developed and transitioned into the production environment. Both Parties agree that the Applications in the portfolio will change over time, including Changes to existing Applications, retirement of existing Applications, and development and implementation of new Applications.

Successful Respondent may be required to provide on-site presence at DIR or Customer locations to support application development or maintenance as designated in Solution Requests. Any requirement for onsite presence during and after Transition is described in **Exhibit 4.4 Assets** and may be amended through Change Control Procedures.

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Successful Respondent is also required to provide the Services in **Exhibit 2.1.1 Cross-Functional Services SOW** in conjunction with the Services described in this **Exhibit 2.1.3**.

1.2   Overview

The Successful Respondent shall be responsive to the current and future requirements of Customers by proactively anticipating needs and adjusting Services accordingly. Requirements for New Services will be handled in accordance with **Section 11.5 New Services** of the Master Services Agreement (MSA) and the Successful Respondent shall work with DIR to assess the impact of these requirements on Customers' operating environments and supported applications in accordance with the terms of the MSA.

This SOW sets forth the Services that the Successful Respondent shall provide, as of the Commencement Date unless otherwise specified.

The Successful Respondent shall provide Charges inclusive of all activities required to provide the Services set forth in this SOW, including project-related support activities.

This scope of work defines requirements the Successful Respondent must meet to achieve the objectives of this procurement

1.3   Operating Model

DIR has defined an operating model aimed at achieving the overall Texas.gov program objectives through leveraging Multi-sourcing Services Integrator (MSI) capabilities. This model provides context for the Texas.gov solution and outlines general responsibility boundaries between DIR, MSI, the Texas.gov Service Component Providers (SCPs) and other supporting SCPs and state services.

As the overall service owner, DIR operates a sourcing management and governance organization that performs customer relationship leadership, service and sourcing strategy, service portfolio management, and contract and financial management roles.

The Successful Respondent shall provide Texas.gov functional capabilities in support of the Texas.gov Services responsibilities including those specified in this statement of work and in accordance with **Exhibit 2.1.1 Cross-Functional Services** SOW and per the SMM. The Texas.gov Services responsibilities include application development and maintenance (ADM), testing, and operations as described throughout this document. Texas.gov is a participating entity in the Data Center Services (DCS) program; as such, the Successful Respondent is required to acquire all in-scope DCS infrastructure hardware and software through the DCS program.

The Successful Respondent will leverage and integrate with the MSI-provided capabilities as described in **Exhibit 2.1.1 Cross-Functional Services SOW** to deliver supply-side services. These capabilities include integration with the MSI-provided cross-functional processes and systems, execution of Texas.gov SCP services scope, integration with the Texas.gov Payment Services SCP scope, and integration with the state Treasury Services.

2   APPLICATION DEVELOPMENT REQUIREMENTS

2.1   Application Project Management

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2.1.1 Application Project Management

Without limiting the requirements of **Exhibit 4.0 Business Model**, Successful Respondent shall:

2.1.1.1 Upon receipt of a request for new Development or Major Enhancement services, which are initiatives requiring more than forty (40) hours of effort and are priced separately in accordance with **Exhibit 4.0 Business Model**, prepare a proposal, according to the Service Management Manual (SMM), which will include the following:

    2.1.1.1.1 A Project plan describing the approach and Project timeline in compliance with the agreed standards and methodologies;

    2.1.1.1.2 Cost and resource estimates for each phase of the Development or Major Enhancement (i.e., requirements, design, programming, testing, and implementation); and,

    2.1.1.1.3 Cost estimates for the ongoing maintenance and operations costs to support the Application(s) post-implementation.

2.1.1.2 Utilize consistent methodologies and tools throughout the Successful Respondent's organization(s) to plan, monitor, and control Projects throughout the Development Lifecycle in compliance with the processes defined in the SMM.

2.1.1.3 Utilize Project management principles that meet both the following requirements and processes documented in the SMM:

    2.1.1.3.1 Use MSI-provided Project and Program Management System;

    2.1.1.3.2 Recommend, maintain, and update a list of the Successful Respondent's work activities and projects;

    2.1.1.3.3 Develop, maintain, and update Project schedules;

    2.1.1.3.4 Monitor, track, and report actual results versus forecasted results;

    2.1.1.3.5 Perform variance analysis;

    2.1.1.3.6 Monitor and report progress, and institute documented corrective action against the plan;

    2.1.1.3.7 Hold status update meetings according to the Project plan and document the proceedings;

    2.1.1.3.8 Establish a critical employee list for each Project;

    2.1.1.3.9 Provide necessary resources for Application Software support and Projects; and,

    2.1.1.3.10 Assess and document technology risks.

2.1.1.4   Perform Application status reporting on a regular basis as defined in the SMM.

2.1.2   Project Change Procedures

Without limiting the requirements of **Exhibit 4.0 Business Model,** Successful Respondent shall:

2.1.2.1   Submit Project Change Requests (PCRs), as per the documented SMM, to DIR or Customer.

2.1.2.2   Receive, monitor, and report Project Change requests from Customers.

2.1.2.3   Follow established PCR procedures, policies, and processes as documented in the SMM.

2.1.2.4   Maintain a change log for all Project Change requests, to include current status of change request using the agreed upon Change procedures and standard tools.

2.1.2.5   Estimate time and costs for Project Changes and submit to MSI, DIR, and/or Customer where appropriate, for approval as required in the SMM.

2.1.2.6   Identify and communicate proposed Project Changes to MSI, DIR, and Customer through Project change procedures as agreed and documented in the SMM.

2.1.2.7   Perform Project Changes after receiving approval.

2.1.2.7.1   MSI or DIR may pre-approve routine, minor, Standard, Normal or Emergency Changes to DIR's Environments as documented through the Change Management process and relevant Project Change procedures.

2.1.2.8   Conduct reviews of Project Changes with MSI and Customer after implementing the changes.

2.1.3   Application Documentation

Successful Respondent shall:

2.1.3.1   Document all Applications developed or modified by Successful Respondent in a manner consistent with **Section 14.2 Developed Materials** of the Agreement. Such documentation will become the property of DIR and will be provided to DIR upon request and stored in the MSI-provided Portal.

2.1.3.2   Develop and maintain all documentation on Application Systems and services, including all Customer and Authorized User-related documentation.

2.1.3.3   Document legacy and newly developed application code and processes sufficient for Successful Respondent to perform the Texas.gov Services.

2.1.3.3.1   Where it is determined that documentation is inaccurate (for example, due to errors or obsolescence) and such inaccuracy may affect the Services, Successful Respondent will correct such documentation.

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2.1.3.3.2 All documentation maintained by Successful Respondent will be subject to acceptance and approval by MSI, DIR, and Customers (where applicable) and will conform to DIR's documentation standards.

2.1.3.4 Provide support, advice, and assistance to Authorized Users consistent with current documentation.

2.1.3.5 Create and update online user documentation.

2.1.3.6 Update user reference manuals and publish them regularly.

2.1.3.7 Identify and document runtime improvements.

2.1.3.8 Create and update programming documentation and reference manuals.

2.1.4 Application Release Control

Successful Respondent shall:

2.1.4.1 Perform all functions required to maintain the current Applications Environment.

2.1.4.2 Unless otherwise approved by DIR, maintain all Third-Party Application products in accordance with the Agreement and DIR technical architecture standards.

2.1.4.3 Perform all Application modifications, testing, and acceptance testing needed to maintain the aforementioned degree of currency.

2.1.4.4 Assume full responsibility for Release packaging and project commitments for the Applications as agreed to in the Release procedures.

2.1.4.5 Follow or, with DIR approval, improve DIR's Service delivery, Change Management and Release and Deployment Management processes in accordance with the existing DIR planning and Request Fulfillment, Change Management and Release and Deployment Management processes outlined in **Exhibit 2.1.1 Cross Functional Services Statement of Work**.

2.1.4.6 Support and adhere to DIR's process for priority setting, planning, and scheduling of Releases.

2.1.4.7 Monitor the Release schedule, and report all schedule exceptions to DIR as required by the Change Management and Release and Deployment Management processes outlined in **Exhibit 2.1.1 Cross Functional Services Statement of Work**.

2.1.4.8 Provide the necessary interfaces during the development, testing and implementation phases.

2.1.4.9 Distribute to Release and Deployment Management Releases that are approved through DIR's Change Management process. Implement Releases as required by DIR's Release and Deployment Management process outlined in in **Exhibit 2.1.1 Cross Functional**

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Services Statement of Work.

2.1.4.10 Maintain source code and version control in the Successful Respondent-provided Definitive Media Library (DML).

2.1.4.11 Perform Malware scanning and eradication on new and modified Software and document the results of such scan and eradication.

2.1.4.12 Coordinate the planning and scheduling of all upgrades with DIR.

2.1.4.13 Promptly report to DIR any audit compliance issues or e-discovery issues when such issues become known to Successful Respondent.

2.1.4.14 Support the Release and Deployment Management Process, including:

2.1.4.14.1 Assign a Single Point of Contact (SPOC) for each Release being requested;

2.1.4.14.2 Complete the proper testing for all Releases into the managed Environments;

2.1.4.14.3 Assign individuals to participate in the Release and Deployment Management Process, and represent the Texas.gov program;

2.1.4.14.4 Participate in the functions and work activities associated with Release and Deployment Management, including:
2.1.4.14.4.1 Create Release plans and perform tracking and oversight functions to support the plan documenting all aspects;
2.1.4.14.4.2 Coordinate the design, Build, and Configuration of the Release;
2.1.4.14.4.3 Coordinate Release acceptance activities with DIR;
2.1.4.14.4.4 Develop and implement rollout plan for the Release;
2.1.4.14.4.5 Develop and coordinate Release communications, preparation, and training activities;
2.1.4.14.4.6 Coordinate distribution and installation of Releases; and
2.1.4.14.4.7 Provide updates to DIR management regarding Release status.

2.1.4.14.5 On an ongoing basis, Successful Respondent shall verify that only authorized users are granted access to the Texas.gov Production Environment in accordance with the Information Security Policy and the Agreement.

2.2   Application Methodologies, Standards and Architecture

DIR and DIR Customers maintain and use multiple development methodologies, including Agile. Successful Respondent, DIR and DIR Customers will discuss and support the appropriate methodology to be utilized with respect to each Application and DIR retains the right to mandate the methodology to be utilized.

Successful Respondent may submit an alternative methodology or methodology improvements for DIR's review and consideration.

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2.2.1   Application Methodologies, Processes and Tools

Successful Respondent shall:

2.2.1.1   Document and refine Application development methodologies for DIR's review and approval.

2.2.1.2   Create methods, processes, and procedures for DIR's review and approval and maintain them in the SMM.

2.2.1.3   Coordinate implementation of methods, processes, and procedures as required in the SMM.

2.2.1.4   Use source control tools to store and manage software builds and releases throughout the software development and maintenance lifecycle.

2.2.2   Application Standards

Successful Respondent shall:

2.2.2.1   Conform to DIR's user interface, machine interface, and programming standards (e.g., GUI, EDI) for all Development, enhancement, and maintenance activities. Based on its prior experience, Successful Respondent may propose improvements to Application standards, and, if approved by DIR, then Successful Respondent shall revise Application standards accordingly.

2.2.2.2   Comply with DIR's approved technical architecture and standards. Reference **Appendix A Shared Services Overview** for current Data Center Services (DCS) standard products.

2.2.2.3   Deploy all new Applications in the DCS program Consolidated Data Centers (Austin Data Center (ADC) and San Angelo Data Center (SDC)), or DCS program public cloud compute as approved by DIR.

    2.2.2.3.1   Work closely with the DCS Service Providers in performance of infrastructure services, in accordance with the DCS Statements of Work and the DCS Service Responsibility Matrices.

2.2.2.4   Ensure compliance with and communicate Application standards to all associated technical resources.

2.2.2.5   Understand the impact of Application standards on Third-Party agreements which DIR has shared with Successful Respondent.

2.2.2.6   Develop processes and procedures to meet Applications standards and submit for DIR approval.

2.2.2.7   Adhere to DIR's Security requirements as specified in **Exhibit 2.1.1 Cross-Functional Services SOW**, the Agreement, and adhere to other requirements as may be required to

deliver the Services, to include, but not be limited to 1 TAC 202.

2.2.2.8 Comply with DIR Information Security Policies for Third-Party Vendor Application interfaces.

2.2.3 Application Architecture

Successful Respondent shall:

2.2.3.1 Comply and collaborate with DIR to develop Texas.gov enterprise architecture standards and guidelines.

2.2.3.2 Develop and maintain, with DIR's direction and approval, Applications architecture. Such architecture will be in accordance with the Technology Plan as described in **Exhibit 2.1.1 Cross-Functional Services SOW**.

2.2.3.3 Assist DIR in the development, distribution, communication, and verification of compliance with DIR's architecture and design principles.

2.2.3.4 Provide guidance to DIR and apply appropriate Application architecture design.

2.3 Application Planning, Design and Build

2.3.1 Application Planning

Successful Respondent shall:

2.3.1.1 Analyze the objectives for both the overall Applications portfolio and individual Applications, and assess the current and planned technical environment and recommend strategy and/or changes.

2.3.1.2 Identify and/or refine Application requirements by engaging and working with the DIR business analysts and Application stakeholders.

2.3.1.3 Develop and/or refine functional specifications for a proposed Application and/or functionality Changes to an existing Application, with prior approval from DIR and Customer, where applicable.

2.3.1.4 Perform initial technical analysis activities for Application development.

2.3.1.5 Define and/or refine high-level data requirements for an Application under development, adhering to DIR Data standards and methodologies.

2.3.1.6 Develop and/or refine initial integration requirements for Application Software, including legacy environments.

2.3.1.7 Work with the appropriate DIR Customer, SCP, and MSI personnel to ensure the necessary Infrastructure will be in place to support the Application Software requirements.

2.3.1.7.1 Participate in the procurement process, including submitting the request for service into the MSI's ITSM Tool, participating in the requirements gathering sessions, and validating the acquisition proposals received.

2.3.1.8 Document initial functional and technical Application requirements in the then DIR-acceptable format, which will evolve over time.

2.3.1.9 Perform or, where DIR or the MSI leads the analysis, assist with, a build-versus-reuse-versus-buy analysis for Texas.gov Services.

2.3.1.10 Develop an initial plan for the Texas.gov Services that is sufficiently matured to satisfy the build phase exit criteria using DIR approved tools and techniques.

2.3.1.11 Perform and document a project risk analysis for the build and run phases for DIR review and acceptance.

2.3.1.12 Develop initial training requirements for the Application being developed, for Successful Respondent Personnel providing the Texas.gov Services, and for Authorized Users.

2.3.1.13 Integrate quality management, improved productivity and operations, and service operations management into the Application development plan per **Exhibit 2.1.1 Cross-Functional Services SOW**.

2.3.1.14 Select and implement the Texas.gov environment and tools based on DIR standards and methodologies.

2.3.1.15 Conduct planning, analysis, and progress reviews with appropriate MSI and DIR personnel.

2.3.1.16 Provide all Successful Respondent-related information for Application development projects so that the MSI and DIR can determine Application ROI and cost/benefit justification.

2.3.2 Application Design and Build

Successful Respondent shall:

2.3.2.1 To the extent possible, reduce the number of interfaces; increase the number of reusable objects; enable Application portability and scalability; and recommend commercially available Third-Party products requiring little or no customization.

2.3.2.2 Adhere to approved Software development methodologies and programming standards.

2.3.2.3 Resolve conflicting resource priorities.

2.3.2.4 Monitor development resource priorities.

2.3.2.5 Review Third Party Application upgrades for impacts to the Applications and obtain

DIR and Customer approval of any impact prior to performing any such upgrade.

2.3.2.6 Monitor, track, and, at specified intervals, report status.

2.3.2.7 Acquire documented approval of Deliverables based on previously agreed to acceptance criteria.

2.3.2.8 Develop and document work and resource plans.

2.3.2.9 Compile issues lists with appropriate action plans for review and approval. Reviews and approvals of these will be performed at specified intervals.

2.3.2.10 Create Application designs in compliance with DIR's standards and methodologies.

2.3.2.11 Propose design alternatives including benefit analysis.

2.3.2.12 Provide make, build, and reuse analyses.

2.3.2.13 Create Application technical designs in compliance with DIR's standards and methodology.

2.3.2.14 Develop and/or refine technical specifications for a proposed Application and/or functionality Changes to an existing Application, with prior approval from DIR and/or Customer.

2.3.2.15 Develop, document and demonstrate System prototypes for DIR and/or Customer approval.

2.3.2.16 Construct Software (including user interfaces, conversion, and data interface Software) and databases in compliance with DIR's standards and methodology.

2.3.2.17 Perform Applications development Change Management in compliance with DIR standards and methodology.

2.3.2.18 Subject to the provisions of **Article 14** of the Agreement and to **<u>Section 2.3.3</u>** below, initiate and execute Third-Party contracts for Third Party Application components using terms and conditions agreeable to DIR.

2.3.2.19 Provide all Successful Respondent-related data for the MSI and DIR to determine ROI and cost/benefits justifications.

2.3.2.20 Revise initial Application project plans, Quality Assurance plans, test plans, implementation plans, and operations and support plans, as needed.

2.3.2.21 Develop and gain approval for Application acceptance test cases as defined in the SMM.

2.3.2.22 Test all Successful Respondent developed or modified Applications based on agreed to acceptance criteria.

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2.3.2.23 Coordinate implementation and Application acceptance as defined in the SMM.

2.3.2.24 Perform Quality Assurance reviews on Applications developed, implemented, or maintained by Successful Respondent.

2.3.2.25 Perform and document participants in peer reviews and code walkthroughs for all Successful Respondent developed and / or modified modules and programs.

2.3.2.26 Perform peer reviews and code walkthroughs at the specified intervals per the DIR programming standards and development methodologies.

2.3.2.27 Develop and conduct required Authorized User training.

2.3.2.28 Contribute to the development of material and support the MSI in training MSI Service Desk personnel.

2.3.2.29 As required in the SMM, notify and solicit confirmation from the MSI and other SCP(s) of any potential impact due to Changes in the Application portfolio and review the results for approval and prioritization.

2.3.2.30 Prepare monthly reports detailing Application Design and Build work efforts with sufficient detail to identify the hours and activities directly performed for DIR.

2.3.3 Other Successful Respondent Support

DIR may choose to engage Third Parties to develop Applications. **Section 3.3 Third Party Application Acceptance** describes the criteria that such Applications must satisfy in order for the Successful Respondent to accept the Applications as part of the Services. Until such acceptance is obtained, no such Application will be part of Successful Respondent's responsibilities under this **Exhibit 2.1.3 Texas.gov Statement of Work** unless otherwise approved by DIR.

Successful Respondent shall:

2.3.3.1 Provide Third Party Application developers with DIR-specific Infrastructure requirements and DIR guidelines for support, standards, and methodology.

2.3.3.2 Conduct Quality Assurance reviews of Third Party Application developers' Software for compliance with DIR's standards and methodology.

2.3.3.3 Subject to DIR's prior written consent, supply Third Party Application developers with interface requirements including Application source code.

2.3.3.4 Provide Third Party Application developers with integration standards and guidelines for implementation in compliance with DIR's standards and methodology.

2.3.3.5 Assist Third Party Application developers with interface testing.

2.3.3.6 Provide a documented review of and coordinate implementation of Third Party

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Application developers' Software.

2.3.3.7 Accept Third Party Application developers' Software in accordance with **Section 3.3 Third Party Application Acceptance** with production sign-off, deficiency report, and acceptance for maintenance.

2.4   Applications Integration and Interfaces

2.4.1   Applications Integration

Successful Respondent shall, at a minimum:

2.4.1.1   Support the integration of existing and new Applications with Successful Respondent, Customer or other Third Party-provided Applications.

2.4.1.2   Evaluate compatibility, benefits, and risks, and advise DIR of the results.

2.4.1.3   Execute processes and procedures for System integration testing as agreed to by DIR and Customer.

2.4.1.4   Integrate new or modified Applications in testing procedures.

2.4.1.5   Resolve compatibility issues.

2.4.1.6   Track compatibility issues resolution.

2.4.1.7   Make and track local modifications to tables and reference data for integration into the local Environment.

2.4.1.8   Customize Software as required to conform to Customer requirements as needed.

2.4.1.9   Make Software compatible with current end-user computing (EUC) Applications.

2.4.1.10 Provide expertise, training, benefits/risks, and advisory services to DIR and/or Customer on new Applications technologies.

2.4.2   Data Interface Documentation

Successful Respondent shall:

2.4.2.1   Document all interfaces to new and existing Systems, including:

2.4.2.1.1   Third Party Software packages;

2.4.2.1.2   Authorized User Computing Systems;

2.4.2.1.3   Temporary or transitional interfaces between Systems; and

2.4.2.1.4   Data conversions as necessary to provide homogeneous Systems.

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2.4.2.2   Provide and document interfaces to Third Party Software.

2.4.2.3   Provide and document interfaces to developed Software.

2.4.2.4   Provide temporary or transitional interfaces between Systems.

2.4.2.5   Provide data conversions as necessary.

2.4.2.6   Develop and publish technology and data standards in compliance with DIR's standards and methodology.

2.4.2.7   Define and document any changes to the DIR enterprise data model for DIR's approval.

3   APPLICATION TESTING, IMPLEMENTATION and THIRD-PARTY APPLICATIONS

3.1   Application Testing

3.1.1   General Application Testing

Successful Respondent shall perform the following for all types of testing including functional, usability, integration, regression, security, performance, stress and user acceptance testing.

Successful Respondent shall, at a minimum:

3.1.1.1   Perform test services for Applications developed or modified by Successful Respondent or a Third Party.

3.1.1.2   Supply (where applicable), support, maintain and operate testing facilities including people, process, templates and testing tools for testing.

3.1.1.3   Perform all testing on browser-based and mobile platforms, including all supported browser and mobile devices as documented in the SMM.

3.1.1.4   Manage Applications testing configurations, including coordinating with SCPs, DIR Third Party Contractors, and other stakeholders, in regard to Equipment, System Software, other Software, network, capacity, and other requirements needed for Application testing.

3.1.1.5   Manage Application testing, including coordinating all testing activities with SCP's, DIR, DIR Customers, DIR Third Parties and the MSI, so the activity is managed in an end-to-end manner.

3.1.1.6   Develop, maintain, reuse, and refresh Application testing test data, test scripts and expected results.

    3.1.1.6.1   Treat production data with extreme care and confidentiality and in accordance with the requirements of the Agreement, and do not impact production data during testing or allow test data to propagate into production.

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3.1.1.7 Develop, maintain and manage required Application testing strategies, plans and schedules, with DIR and Customer's approval, in Successful Respondent's test management tool, or any other tool specified by DIR or the MSI.

3.1.1.8 Ensure compliance with DIR's functional, integration and end-to-end testing specifications and requirements including SSAE-18 or other regulatory requirements.

3.1.1.9 Complete, maintain and manage the required Application testing documentation, for MSI, DIR Customer and DIR review and approval, (e.g., test cases, scripts and expected test results) in Successful Respondent's test management tool, or any other tool agreed to by the MSI or DIR.

3.1.1.10 Perform appropriate pre-execution reviews for the test strategy, plan, schedule, test cases, and any other relevant test information with interested stakeholders and obtain MSI and DIR Customer approval.

3.1.1.11 Design for, and implement, automated testing as agreed by DIR.

3.1.1.12 Execute the required Application test cases specified in the test plans and record the results in Successful Respondent's test management tool.

3.1.1.13 Perform Application testing for all Services and data access methods used or called by the Application.

3.1.1.14 Record and report Application test results (e.g., number of test cases executed, passed and failed; number of defects found, fixed and closed) in Successful Respondent's test management tool and testing status in MSI provided Project and Program Management System.

3.1.1.15 Manage impact analysis, defect resolution and retesting activities associated with defects found in Application testing.

3.1.1.16 Conduct walkthroughs with MSI, SCPs, DIR Customers or DIR, as defined in the SMM, of Application test results as defined in the test plans.

3.1.1.17 Communicate defects to the Application developer and key stakeholders.

3.1.1.18 Depending on the schedules of the Projects and/or Releases, but no less frequently than requested by the MSI or DIR, provide daily or weekly progress reports to the MSI, DIR Customer and DIR in the MSI-provided Project and Program Management System.

3.1.1.19 Correct defects identified in the Application tests and document such defects and corrections in Successful Respondent's test management tool.

3.1.1.20 Review changes, defect fixes and enhancements with Authorized Users, and obtain approval of Application testing results from DIR Customer, SCPs, MSI and DIR as required.

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3.1.1.21 Complete required Application testing documentation.

3.1.1.22 Review and obtain approval of Application testing results from DIR Customer, SCPs, MSI and DIR as required.

3.1.1.23 Obtain approval of Application testing results from the MSI, SCPs, DIR Customer and DIR as required.

3.1.1.24 Document the final test report including all appropriate test metrics in the test management tool and the MSI-provided Project and Program Management System.

3.1.1.25 Monitor, analyze, and review production defects and report out to improve Application test models over time.

3.1.1.26 Design, implement, and track continuous improvement activities.

3.1.1.27 Build and implement test automation for all Applications.

3.1.2 Functional, Usability, Integration, Regression

Successful Respondent shall be responsible for functional, integration and end-to-end testing relating to the Applications. Successful Respondent's responsibilities with respect to functional, usability, integration and regression testing shall, at a minimum, include the following:

3.1.2.1 Conduct functional, usability, integration and regression testing in accordance with the following characteristics:

    3.1.2.1.1 Execute according to the requirements and design specifications in a Release that may be weekly, monthly, or quarterly, or in a Project that may span months or longer and involve several Applications.

    3.1.2.1.2 Perform accurate testing of Application and related interfacing applications.

    3.1.2.1.3 Ensure re-usability of test plans, cases, data and expected results.

    3.1.2.1.4 Maintain compatibility with DIR policies, including technology standards and testing standards.

    3.1.2.1.5 Maintain compliance with the Change Management process and Release Management process as specified in **Exhibit 2.1.1 Cross-Functional Services SOW**.

3.1.3 Security Testing

Successful Respondent shall be responsible for explicit security testing relating to the Applications. Successful Respondent's responsibilities with respect to security testing shall, at a minimum, include the following:

3.1.3.1 Conduct security testing in accordance with the following characteristics:

3.1.3.1.1 Thorough and complete testing of Applications to ensure users can perform only those tasks that they are authorized to perform.

3.1.3.1.2 Identify and remediate vulnerabilities in the Application prior to production implementation.

3.1.3.1.3 Continue to improve and evolve the testing to keep pace with new vulnerabilities.

3.1.3.1.4 Adhere to and contribute to the DIR policies, including security and technology standards and testing standards.

3.1.3.1.5 Compliance with the Information Security Management, Change Management and Release Management requirements as specified in **Exhibit 2.1.1 Cross-Functional Services SOW**.

3.1.3.2 Include security test strategies, test scripts, and automated code scans as required to secure the Applications from unauthorized use which must include, but is not limited to, testing for vulnerabilities associated with:

3.1.3.2.1 URL manipulation.

3.1.3.2.2 SQL injection.

3.1.3.2.3 Cross Site Scripting (XSS).

3.1.3.2.4 Cross-site tracing (XST).

3.1.3.2.5 Password cracking.

3.1.3.2.6 Cookie stealing.

3.1.3.2.7 Sending sensitive information over unencrypted channels.

3.1.3.2.8 Authorization and access control.

3.1.3.2.9 Session management.

3.1.3.2.10 Data and input validation.

3.1.3.2.11 Command injection flaws.

3.1.3.2.12 Buffer overflows.

3.1.3.2.13 Error handling.

3.1.3.2.14 Logging.

3.1.3.2.15 Remote Administration.

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3.1.3.2.16 Old or unreferenced files containing sensitive information.

3.1.3.3　Manage Applications security testing configurations, including coordinating with SCPs, DIR Third Party Contractors, and other stakeholders, in regard to Equipment, System Software, other Software, network, capacity, and other requirements needed for security testing.

3.1.4　Performance Testing

The Successful Respondent should perform, at a minimum:

3.1.4.1　Test the Applications ability to perform while under defined loads.

3.1.4.2　Capture and maintain expected normal and peak workloads by Application in terms of concurrent users.

3.1.4.3　Capture and maintain acceptable response times by Application.

3.1.4.4　Test the Applications ability to achieve the desired response time under normal and peak workloads.

3.1.4.5　Log all response times and compare to baseline times to determine the deviation from the historical baseline performance.

3.1.5　Stress Testing

The Successful Respondent shall, at a minimum:

3.1.5.1　Test the Applications ability to perform under increasing workloads to determine the point of unacceptable performance degradation and determine weak points in the overall architecture.

3.1.5.2　Identify the conditions when the Applications will fail to perform according to the requirements.

3.1.5.3　Log all workloads and response times and compare to baselines to determine the deviation from the historical baseline performance.

3.1.5.4　Deploy tools as required to measure and inspect for bottlenecks throughout the Application architecture including but not limited to the application and database levels.

3.1.5.5　Coordinate with the DCS SCP to measure and inspect for bottlenecks at the operating system level, data center network level, and server level as applicable.

3.1.6　User Acceptance Testing

The Successful Respondent shall, at a minimum:

3.1.6.1　Conduct user acceptance testing for Applications.

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3.1.6.2 Manage user acceptance testing, including coordinating all testing activities with SCP's, DIR Customer, and Third Party Contractors, so that user acceptance testing is managed in an end-to-end manner.

3.1.6.3 Support all user acceptance testing activities for Successful Respondent developed or modified Applications and DIR Third Party developed or modified Applications.

3.1.6.4 Lead user acceptance testing status review meetings and provide status reports on open defects.

3.1.6.5 Develop user acceptance test plans and provide testing tools and methodologies for managing and executing user acceptance testing activities. Support testing strategies for all development methodologies, including Agile.

3.1.6.6 Share test plans with DIR Customer, SCPs, MSI and DIR.

3.1.6.7 Develop recommended acceptance criteria for review and approval by DIR Customer, SCPs, MSI and DIR.

3.1.6.8 Implement a matrix of the Customer's business requirements to test cycles, test scripts and expected results (traceability tables).

3.1.6.9 Train and assist Authorized Users in the execution of user acceptance testing for Applications developed or modified by Successful Respondent or Third Parties.

3.1.6.10 Assist test users in the review and execution of user acceptance testing for Applications developed or modified by Successful Respondent. Assistance includes providing access, test environment conditioning (e.g. data preparation, network set up, environment preparation), executing batch jobs, troubleshooting issues, and providing guidance in completing test transactions and reviewing the associated outputs.

3.1.6.11 Validate compliance with Quality Assurance procedures, with DIR Customer, SCPs, MSI and DIR as required, and confirm the Application is ready to implement into production.

3.2 Implementation

3.2.1 Implementation Management

Successful Respondent shall:

3.2.1.1 Develop Implementation Plans for all Releases according to the processes as defined in the SMM.

3.2.1.2 Implement all Applications developed or modified by Successful Respondent in a manner that minimizes disruption to DIR and Customer.

3.2.1.3 Resolve resource conflicts.

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3.2.1.4   Identify and document potential implementation conflicts and coordinate resolution with appropriate parties.

3.2.1.5   Coordinate implementation activities with SCP, MSI, Customer, and DIR System owners and implementation managers.

3.2.1.6   Develop implementation and transition strategies and plans in compliance with DIR's standards and methodology for DIR and Customer's approval.

3.2.1.7   Develop data migration strategies and plans in compliance with DIR's standards and methodology for DIR and Customer's approval.

3.2.1.8   Develop and document a contingency plan for each implementation that will include, where appropriate, potential failure impacts, back-out procedures, notification and escalation lists, work-around plans, affected resources, and risk assessments for DIR and Customer's approval.

3.2.1.9   Develop, document, and report business risk and impact analyses.

3.2.1.10 Develop, document and report technical risk and impact analyses.

3.2.1.11 For all Successful Respondent-developed or modified Application Software moved into production, comply with DIR's Architecture standards and strategy.

3.2.1.12 Inform DIR in writing and obtain DIR's agreement when any DIR-selected, Third-Party-developed Application Software does not comply with Architecture standards and strategy.

3.2.1.13 Plan, document, coordinate and monitor installation activities.

3.2.1.14 Prepare and participate in pre-implementation readiness reviews in accordance with DIR policies and procedures.

3.2.1.15 Coordinate the installation of Equipment and System Software per implementation plan as agreed to by DIR.

3.2.1.16 Schedule and obtain DIR and Customer approval for implementation times and dates.

3.2.1.17 Define and control production schedules.

3.2.1.18 Perform installation testing using agreed to testing methodology and test cases.

3.2.1.19 Summarize, document and report test participants and results.

3.2.1.20 Prepare documentation and orientation training for Infrastructure personnel, Service Desk personnel, and any other pertinent Successful Respondent Personnel delivering Services to the Authorized User.

3.2.1.21 Conduct Authorized User orientation, notification, and training activities relating to

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Application Software implementation.

3.2.1.22 Provide support for the implementation of Application Software as outlined in the agreed to implementation plan (e.g., planning, testing, data migration, monitoring Incident and Problem resolution).

3.2.1.23 Coordinate implementation and promotion (moving from test to production) of Application Software with Authorized Users, data center production control, and scheduling organizations.

3.2.1.24 Plan and document the migration of Application data.

3.2.1.25 Conduct and document post implementation analysis to assess Application Software effectiveness, cost, usability, and Authorized User satisfaction.

3.2.1.26 Conduct and document post-implementation technical analysis, documenting lessons learned and providing recommendations for implementing continuous improvement.

3.2.1.27 Define and document the data backup and restoration requirements for the Business Continuity Plan for all implementations.

3.2.2 Training and Education

Successful Respondent shall:

3.2.2.1 Train and educate DIR's Authorized Users and other Service Component Providers and the Multi-sourcing Services Integrator in Applications developed or modified by Successful Respondent.

3.2.2.2 Perform and document a training needs analysis.

3.2.2.3 Determine the training material/method of delivery design.

3.2.2.4 Determine the training method of delivery.

3.2.2.5 Develop training material (including any online help that may be required) per DIR and DIR Customer standards for DIR review and approval.

3.2.2.6 Work with other Successful Respondents of training programs to evaluate training material.

3.2.2.7 Recommend the training roll-out strategy for DIR and DIR Customer approval.

3.2.2.8 Deliver train-the-trainer sessions to DIR and DIR Customer.

3.3   Third Party Application Acceptance

3.3.1 Third Party Application Description

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DIR or DIR Customer may designate new Applications (developed either by Successful Respondent or DIR Customer's Third Party Application developers) to be added to **Exhibit 4.4 Assets**, or modifications to existing Applications in **Exhibit 4.4 Assets** (modified either by Successful Respondent or DIR Customer's Third Party Application developers), to be subjects of the operation and maintenance services as required in this **Exhibit 2.1.3**, **Section 4 Application Operation and Maintenance.**

This section describes the process by which the Successful Respondent prepares for a new or modified Application to become a subject of **Section 4 Application Operation and Maintenance** ("**Third Party Application Acceptance**"), and the limited circumstances in which Successful Respondent may decline to support such a new or modified Application. For the avoidance of doubt, the provisions herein shall not apply to, and Successful Respondent may not decline to support, any such Application that was developed or modified by Successful Respondent.

3.3.2   Third Party Application Acceptance Process

Successful Respondent's responsibilities include the following:

3.3.2.1   Perform Third Party Application Acceptance activities, as defined in the SMM, for Application Software developed by DIR Customer or DIR Customer's Third Party Application developers.

3.3.2.2   Develop a Release Management process and related materials (including templates, training material, checklists and examples) that will be used by Successful Respondent to assume operations and maintenance support responsibility and accept Application Software from all sources (e.g., Third Parties, Successful Respondent). Such process and related materials will be consistent with the provisions herein, subject to final review and approval by DIR and will be incorporated into the SMM.

3.3.2.3   Meeting with DIR Customer and DIR Customer's Third Party Application developers prior to or upon commencement of the Application modification or development to review DIR Customer's acceptance criteria for Third Party Application Acceptance and communicating activities required to implement the Application Software into the production environment supported by Successful Respondent.

3.3.2.4   Reviewing and validating DIR Customer's or DIR Customer's Third Party Application developer-provided proof of conformance with the applicable acceptance criteria for Third Party Application Acceptance.

3.3.2.5   Reviewing DIR Customer and DIR Customer's Third Party Application architecture overview documents to confirm skill sets required to support the new Application Software and identifying all gaps in Successful Respondent's resource skills.

3.3.2.6   Providing to DIR and/or DIR Customer a price quote, to maintain the application, which will be subject to the provisions of **Exhibit 4.0 Business Model** regarding the addition of new Applications that comply in all material respects with the applicable acceptance criteria, to perform production support for the new Application Software.

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3.3.2.7   Managing and coordinating Third Party Application Acceptance activities with DIR Customer and Third Party Application developers.

3.3.2.8   Create and utilize a documented process approved by DIR Customer for performing knowledge transfer between DIR Customer and DIR Customer's Third Party Application developers and Successful Respondent Personnel.

3.3.2.9   Creating a plan for Third Party Application Acceptance that defines the work to be performed, responsible party, estimated duration and effort, and presenting such plan to DIR Customer for DIR Customer's review and approval. Such plan will be consistent with the provisions herein and will constitute Work Product under the Agreement.

3.3.2.10 Participating in training sessions, planning meetings, and review meetings associated with Third Party Application Acceptance.

3.3.2.11 Testing the Application Software for conformance with the applicable acceptance criteria for Third Party Application Acceptance.

3.3.2.12 Providing timely status updates to DIR Customer throughout the Third-Party Application Acceptance process.

3.3.3   Resolving Issues with Third Party Application Acceptance

Successful Respondent's responsibilities include the following:

3.3.3.1   Providing written notification of each failure of the Application Software to comply with the applicable acceptance criteria during the Third Party Application Acceptance testing cycle (including whether such failure would reasonably prevent Successful Respondent from accepting the Application Software; provided, that Successful Respondent may not decline to support an Application that complies with the applicable acceptance criteria in all material respects) and proposing alternatives for correcting or mitigating the failure.

    3.3.3.1.1   Notification shall be provided by Successful Respondent to DIR Customer (and DIR Customer's Third Party Application developers, if requested by DIR Customer) within two (2) Business Days of Successful Respondent's discovery of the failure of the Application Software to meet the applicable acceptance criteria.

3.3.3.2   Producing a written report explaining the reasons why Successful Respondent cannot reasonably accept an Application for support, and presenting such written report and findings to DIR Customer (and Third Party Application developers, if requested by DIR Customer) within five (5) Business Days of completing the Third-Party Application Acceptance activities.

3.3.3.3   Re-executing the Third-Party Application Acceptance cycle within five (5) Business Days of receiving fixes to the non-conforming items, unless another date has been reasonably requested by DIR Customer.

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3.3.3.4 Working with DIR Customer's Third Party Application developers to timely resolve all issues in order to accept Third Party Application.

4 APPLICATION OPERATIONS AND MAINTENANCE

4.1 Application Maintenance and Support Services

The Successful Respondent shall perform Application Maintenance and Support Services, including repairing incidents, researching and mitigating problems, executing changes, creating, and updating baseline documentation for production Applications, and all other life-cycle support activities according to **Exhibit 2.1.1 Cross-Functional Services SOW**.

The Successful Respondent shall adhere to DIR's standards as documented in the SMM and support DIR and its Customers in the maintenance of the Services.

4.1.1 Resources

Successful Respondent shall:

4.1.1.1 Without limiting the requirements of the Agreement, including **Section 8 Successful Respondent Personnel** thereof, provide Texas.gov resources that are productive and well trained, and meet the delivery projections and Service Level commitments in support of DIR's Applications; as such Applications may be Changed, supplemented, or replaced over the MSA Term and Termination Assistance Period.

4.1.1.2 Without limiting the provisions of **Section 4.6 Projects** of the Agreement, make available the necessary and appropriate Application maintenance and support resources assigned to discretionary tasks for the performance of Application Development Services, (to the extent not to adversely affect the performance of their other responsibilities in respect of Application maintenance and support Services in accordance with the Service Levels).

4.1.1.3 Without limiting the requirements of the Agreement, including **Section 8 Successful Respondent Personnel** thereof, manage the Texas.gov staff so that an individual's unavailability as the result of holidays, vacation, administration time (e.g., Successful Respondent meetings) or sick time will not degrade the Successful Respondent's ability to meet applicable Service Levels (so that Successful Respondent shall accomplish the amount of work that the individual would have been able to accomplish had the absence not occurred).

4.1.1.4 Prepare monthly reports detailing Application maintenance and support work efforts with sufficient detail to identify the hours and activities directly performed for DIR.

4.1.2 Incident, Problem and Change Management

The Successful Respondent shall support the Incident, Problem and Change Management requirements as described and as specified in **Exhibit 2.1.1 Cross-Functional Services SOW**.

Successful Respondent shall:

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4.1.2.1 Report, manage, resolve, and escalate reported Incidents and Problems for the Applications and databases in accordance with the **Exhibit 2.1.1 Cross-Functional Services SOW** and accordance with the processes defined in the SMM.

4.1.2.2 Take responsibility for Successful Respondent-maintained Software, DIR Third Party Application, and Successful Respondent Third Party Application:

    4.1.2.2.1 Identify and document Application and/or database issues;

    4.1.2.2.2 Notify the applicable Customer, SCP or Third-Party;

    4.1.2.2.3 Arrange for the corrections to be made (or make the corrections, for Successful Respondent-maintained Software);

    4.1.2.2.4 Coordinate and document the Changes;

    4.1.2.2.5 Test the Changes and document the outcomes;

    4.1.2.2.6 Schedule the installation of the Changes into Production; and

    4.1.2.2.7 Submit the Change to Production.

4.1.2.3 Update user, System, and operations documentation as necessary.

4.1.2.4 Conduct and document post-mortem reviews for error corrections.

4.1.2.5 Provide emergency support in order to:

    4.1.2.5.1 Prevent production abnormal program terminations;

    4.1.2.5.2 Correct errors or invalid or missing DIR or Customer Data; and

    4.1.2.5.3 Resolve any other Incidents and Problems that may occur associated with an Application, database, and, if applicable, System Software. This includes taking any action necessary to reinstate both the Application and all Services, including coordination with Application and DCS Infrastructure SCP operations to restart or amend production schedules that are the result of:

        4.1.2.5.3.1 Late arrival of critical interfaces or Applications, databases, or System Software; and

        4.1.2.5.3.2 Equipment or Network communications Incidents and Problems; and

        4.1.2.5.3.3 Electronic transactions.

4.1.2.6 Work closely with appropriate personnel identified by MSI, DIR or an SCP to provide appropriate progress reporting and effective production Incident and Problem resolution.

4.1.2.7 Perform error-correction activities in accordance with Service Level requirements to repair Application, Software code, and correct any issues and/or Software defects.

4.1.2.8   Devise and obtain Customer, MSI or DIR approval for short-term Workarounds to contain the Incident's impact.

4.1.2.9   Create diagnostic versions of the Software module to identify and isolate issues.

4.1.2.10 Work with Third-Party Vendors, as necessary, to resolve Incidents and Problems.

4.1.2.11 Work with Customers, MSI, DIR or SCPs, as necessary, to resolve Incidents and Problems and provide timely updates.

4.1.3   Level 1, Level 2 and Level 3 Support

The Successful Respondent shall support the Service Desk and Level 1, Level 2 and Level 3 support requirements as described and as specified in **Exhibit 2.1.1 Cross-Functional Services SOW**.

Successful Respondent shall:

4.1.3.1   Provide knowledge and information to the MSI to enable training to MSI Service Desk Level 1 personnel before any new Application or functionality is installed into production.

4.1.3.2   Train Successful Respondent Level 2 Support personnel before any new Application or functionality is installed into production.

4.1.3.3   Provide and maintain Systems and/or Authorized User documentation for Successful Respondent-developed, enhanced, or maintained Applications such that:

   4.1.3.3.1   The MSI Level 1 Service Desk for all Services, described in **Exhibit 2.1.1 Cross-Functional Services SOW**, will be able to resolve most Level 1 support inquiries and issues.

   4.1.3.3.2   The Successful Respondent Level 2 Support for Applications will be able to resolve issues without requiring a transfer to specialized Level 3 Application support.

4.1.3.4   Provide the MSI Service Desk with a continuously updated list of specialized Applications support and/or "on call" personnel who are responsible for Level 2 and Level 3 Support, including contact phone numbers. The list should also include escalation procedures and contacts.

4.1.3.5   Provide Level 3 Support for all Applications, including:

   4.1.3.5.1   Provide clearly defined points of contact, available 24x7 to receive and appropriately respond to notice of Incidents from Level 1 or Level 2 Support personnel including escalation procedures and contacts.

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4.1.3.5.2 Advise the Level 1 or Level 2 Support personnel, and/or an Authorized User, of the estimated time required for resolving the Incident after being notified. This resolution time will be consistent with Service Levels.

4.1.3.5.3 Provide timely, ongoing status updates to the Level 1 or Level 2 Support personnel, and/or an Authorized User, during Incident resolution.

4.1.3.5.4 Provide support, advice, and assistance to Authorized Users in a manner consistent with DIR's practices for the Applications prior to the Commencement Date and non-programming activities in direct support of Authorized Users.

4.1.4 Authorized User Support

Successful Respondent shall:

4.1.4.1 Provide support, advice, and assistance to Authorized Users for all Applications through direct interaction and through Service Desk referrals/transfers.

4.1.4.2 Provide Applications-specific Service Desk support to Application users, which includes:

4.1.4.2.1 Investigate and resolve user Incidents and Problems;

4.1.4.2.2 Provide technical support and advice;

4.1.4.2.3 Support Application installations; and

4.1.4.2.4 Answer user queries.

4.1.4.3 Identify and report to DIR opportunities that may increase user satisfaction and decrease Incident and Problem reports.

4.1.4.4 Respond to Ad Hoc user inquiries and provide user assistance.

4.1.4.5 Balance user satisfaction versus development, supporting productivity in responding to users, and report possible training needs.

4.1.4.6 Provide Applications consulting services as requested.

4.1.5 Application Source Code Security

Successful Respondent shall:

4.1.5.1 Implement all security requests and password reset requests associated with Applications code and executable modules subject to DIR and Customer approval on all data or information requests.

4.1.5.2 Install, when required, and maintain source control Software in compliance with DIR's standards and methodology.

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4.1.5.3   Monitor and restrict access to source code and DIR Data in accordance with DIR policies.

4.1.5.4   Comply with Ad Hoc, annual audit, and regulatory requests.

4.1.5.5   Perform DIR Data/source code security audits, and report test results.

4.1.5.6   Immediately report any security violations to DIR.

4.1.5.7   Promptly report to DIR any SSAE-18 compliance issues or e-discovery issues as such issues become known to Successful Respondent.

4.1.6   Logical Database Administration (DBA) and Development Support

Successful Respondent shall:

4.1.6.1   Provide logical database support as needed, to support the Texas.gov functions.

4.1.6.2   Support in specifying recovery procedures for each new Application database for DIR and Customer's approval.

4.1.6.3   Analyze database design and its impact on specific Application modules by developing data models (using a common toolset and central repository), and translate logical models into physical designs so that the data model will meet performance requirements.

4.1.6.4   Propose database Changes including reasons for suggested Change(s) and benefits of these Changes.

4.1.6.5   Support in analyzing and documenting database activity and database performance tuning.

4.1.6.6   Coordinate with DIR to provide design consistency across Applications and to identify data redundancies.

4.1.6.7   Implement support for new transactions in existing databases.

4.1.6.8   Participate in the development and maintenance of DIR Data standards and definitions, with DIR having final approval rights.

4.1.6.9   Support in monitoring database activity, and recommending needed actions to ensure continued performance and integrity of databases.

4.1.6.10 Execute Changes in a timely manner, in accordance with the Change Management process.

4.1.6.11 Maintain data dictionary Systems.

4.1.6.12 Document all Changes to databases.

4.1.7 Preventive Maintenance

Successful Respondent shall:

4.1.7.1 Create and deliver production Software patches.

4.1.7.2 Perform Applications tuning, code restructuring, and other efforts to improve the efficiency and reliability of programs and to minimize ongoing maintenance requirements.

4.1.7.3 Assess and document opportunities to reduce (or avoid) costs associated with Application support and operations, regardless of platform.

4.1.7.4 Monitor and analyze trends to identify potential issues.

4.1.7.5 Provide and utilize tools and techniques to identify areas where preventive maintenance might be performed to improve Applications efficiency, in terms of both the performance of the Applications and any related maintenance and support effort.

4.1.7.6 Benchmark the performance of an Application prior to Production installation of improvement processes as part of an approved plan, at DIR's request comparing before and after results.

4.1.7.7 Perform such efforts for each of the Applications, and recommend any preventive maintenance for DIR or Customer's approval that will improve DIR's operational efficiencies, including cost reductions.

4.1.7.8 Document preventive maintenance completed and planned for each Application Software that is the subject of the Services hereunder (e.g., as set forth in **Exhibit 4.4 Assets**) and all Software supported as of the Commencement Date.

4.1.8 Minor Enhancements

Successful Respondent shall:

4.1.8.1 Perform all minor enhancements to the Application portfolio. This includes any Change that modifies or adds functionality to an existing Application, including:

4.1.8.1.1 Changes required for DIR's compliance with Laws and audit requirements in accordance with and subject to **Section 9.8 Audit Rights** and **Section 1.8 Compliance with Procurement Laws** of the Agreement.

4.1.8.1.2 Industry-required and Government Authority-required Changes in accordance with and subject to **Section 1.8 Compliance with Procurement Laws** of the Agreement.

4.1.8.2 Provide Successful Respondent-related data for financial justification and plan for minor enhancements.

4.1.8.3   Monitor and report on the status of minor enhancements.

4.1.8.4   Comply with DIR's Software development methodology and programming standards.

4.1.8.5   Interface with DIR management, and coordinate with Authorized Users throughout the Application Lifecycle.

4.1.8.6   Update user, System, operations, and Service Desk documentation to include the enhancement updates.

4.1.9   Regulatory Changes

Successful Respondent shall:

4.1.9.1   Adhere to all Laws required of DIR and/or the Successful Respondent in accordance with, and subject to **Section 1.8 Compliance with Procurement Laws** of the Agreement.

4.1.9.2   Recommend and perform modifications within or across national boundaries to maintain compliance with all applicable local, regional, state and national Laws in accordance with, and subject to **Section 1.8 Compliance with Procurement Laws** of the Agreement.

4.1.9.3   Perform such modifications within acceptable timeframes as required by Law or Government Authority or otherwise established by the Parties for compliance, as further described in **Section 15.11 Compliance with Laws** of the Agreement.

4.1.9.4   Where DIR or Successful Respondent or Third-Party Vendors must make modifications to their Software, service, or technology platform to achieve compliance with the above regulatory changes, subject to **Section 1.8 Compliance with Procurement Laws** of the Agreement, the Successful Respondent's performance will include the following activities:

  4.1.9.4.1   Oversee these activities;

  4.1.9.4.2   Verify that they are performed within acceptable timeframes as defined by DIR; and

  4.1.9.4.3   Provide progress reports to DIR at regular intervals.

4.1.9.5   Support any litigation reviews, regulatory reviews, audits, compliance assessments, and data-gathering exercises in accordance with, and subject to **Section 9.8 Audit Rights** and **Section 1.8 Compliance with Procurement Laws** of the Agreement.

4.1.9.6   Monitor local, regional, national, and international Successful Respondent Laws for potential impacts to Applications in accordance with, and subject to **Section 1.8 Compliance with Procurement Laws** of the Agreement.

4.1.10 Production Control and Scheduling

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Successful Respondent shall:

4.1.10.1 Integrate each Authorized User department's self-determined and controlled production schedule with the Application and IT Infrastructure production and control scheduling functions as defined in the SMM.

4.1.10.2 Support the 24x7x365 production-processing schedule as required by DIR.

4.1.10.3 Monitor and manage production schedules.

4.1.10.4 Update access and parameter tables contained within Application Software where applicable.

4.1.10.5 Coordinate with Successful Respondent's production staff for scheduling.

4.1.11 Security

The Successful Respondent is required to provide for secure handling and processing of transactions for those applications developed and maintained that connect to the Payment Services SCP in which the Successful Respondent shall, at a minimum:

4.1.11.1 Provide Payment Card Industry (PCI) Payment Application Data Security Standard (PA-DSS) compliant operations for all Successful Respondent Services.

4.1.11.2 Provide PCI Data Security Standards (DSS) expertise.

4.1.11.3 Provide coordination of all PCI assessments and audits, including PA-DSS and DSS, and aggregated PCI audit reporting.

4.1.11.4 Support PCI DSS Level 1 compliance assessments and on-site reviews by a DIR-selected auditor and network scanning vendors.

4.1.11.5 Support PCI assessment gap analysis and remediation to achieve PCI compliant operations for all related services.

4.1.11.6 Support all data security and financial audits as required by DIR.

4.1.11.7 Provide audit reports including:

    4.1.11.7.1 SOC 2 Type II report annually.

4.1.11.8 Provide effective and appropriate best practices to support end-to-end encryption for inline frames, web services, APIs, HPPs or any other methods.

4.1.11.9 Provide support for End-to-end tokenization for inline frames, web services, APIs, HPPs or any other methods.

4.1.11.10   Provide fraud prevention capabilities to, at a minimum:

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4.1.11.10.1   Provide verification of customer address to card billing address for card-related transactions.

4.1.11.10.2   Provide address verification of customer shipment to address.

4.1.12 Application IT Service Continuity Management

Successful Respondent shall:

4.1.12.1 Provide disaster recovery and IT Service Continuity Management support as required in the Agreement and **Exhibit 2.1.1 Cross-Functional Services SOW**.

4.1.12.2 Develop new and maintain/upgrade existing DIR procedures to support disaster recovery and IT Service Continuity for Tier 1, Tier 2 and Tier 3 Applications, as required in the Agreement and **Exhibit 2.1.1 Cross-Functional Services SOW**.

4.1.12.3 Maintain the list of Applications in the MSI provided Configuration Management System and update Application Tiers, at least annually, subject to DIR's approval.

4.1.12.4 Review and revise Successful Respondent's retention practices as necessary to maintain compliance with the requirements of the Agreement, including the requirements of **Section 13.1(f) Return or Destruction of Confidential Information** and ITSCM requirements (in **Exhibit 2.3 IT Service Continuity Management**).

4.1.12.5 Develop and maintain business and data recovery plans as Applications are developed.

4.1.12.6 Develop and maintain Application recovery plans as the Application or DIR needs change.

4.1.12.7 Perform Application recovery testing at a minimum once every twelve (12) months as applicable according to the approved test plans.

4.1.12.8 Retest any unsuccessful test within thirty (30) days of the failure. Repeat if unsuccessful.

4.1.12.9 Assist DIR to determine and document data retention periods.

4.1.12.10   Implement the IT Service Continuity Plan upon the occurrence of a disaster.

4.1.13 Application IT Service Continuity Management Platform Refresh

4.1.13.1 Include requirements for the Texas.gov SCP to support the infrastructure environment modernization and ongoing refresh. Including:

4.1.13.1.1 Leverage DCS standard DR services, architectures and RTO/RPOs

4.1.13.1.2 Provide Application architecture solutioning and support, application modifications, testing, implementation, project management, coordination with other SCPs.

4.1.14 Operations Support

Successful Respondent shall:

4.1.14.1 Implement and monitor an effective and efficient Texas.gov operations environment in compliance with DIR's standards and methodology.

4.1.14.2 Support production staff with scheduling, back-out recovery, job balancing, and production output monitoring for completion and correctness, and monitor exception logs.

4.1.14.3 Monitor production output for correctness.

4.1.14.4 Assist production support staff to adapt operational processes and procedures.

4.1.14.5 Communicate effectively with DIR's management.

4.1.14.6 Perform Ad Hoc reporting. Successful Respondent will advise DIR if the number of Ad Hoc reporting requests adversely impact Successful Respondent's performance of Services and ability to meet the Service Levels. Upon such notice, DIR will work with Successful Respondent to address the issue, with the right of DIR to reprioritize Successful Respondent Personnel in accordance with **Section 4.6 Projects** of the Agreement.

4.1.14.7 Create and maintain reasonable documentation for all Applications and Authorized User procedures that affect operations.

4.1.14.8 Prioritize Application Software operations during a crisis in accordance with applicable Business Continuity Plans.

4.1.15 Application Quality Assurance

Successful Respondent shall:

4.1.15.1 Develop and document Quality Assurance processes and procedures for the delivery of Texas.gov Services in compliance with DIR's standards and methodology.

4.1.15.2 Comply with Quality Assurance procedures.

4.1.15.3 Maintain Applications quality consistent with industry standards for well-managed IT Successful Respondents and, at a minimum, equal or better than DIR's industry peer group.

4.1.15.4 Identify best practices and inform DIR of results.

4.1.15.5 Set baselines for quality measurement in all Texas.gov Environments.

4.1.15.6 Implement and manage Quality Assurance processes and procedures for the delivery of Texas.gov Services, including processes to measure effort, size, schedule, and quality.

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4.1.15.7 Perform ongoing Quality Assurance reviews, and provide DIR with the results.

4.1.15.8 Perform at a level consistent with CMMI Level 3 for Successful Respondent onshore delivery organizations performing delivery for DIR within eighteen (18) months of the MSA Effective Date.

4.1.15.9 Systematically document and incorporate "lessons learned" from projects and activities into future work.

4.1.15.10   Allow and participate in Quality Assurance audits conducted by DIR or its designees.

4.1.16 Application Productivity

Successful Respondent shall:

4.1.16.1 Measure and report to DIR the initial level of productivity for all Texas.gov Services within six months after the Commencement Date.

4.1.16.1.1 Such measurement approach and results will be subject to approval by DIR, which may use either its own resources or other Third Parties to verify the methodology and data used to produce the measurement; and

4.1.16.1.2 Successful Respondent will at least maintain, if not improve, the level of productivity and quality that exists within DIR prior to the MSA Effective Date.

4.1.16.2 Provide the mechanisms for tracking productivity measures for all Texas.gov Services on an ongoing basis, and report productivity measures to DIR on monthly basis.

4.1.16.2.1 The productivity measures will include the level of effort (FTE), elapsed time, and output size (units of work);

4.1.16.2.2 The productivity measures will also be correlated with quality measures (for example: projects delivered on time and on budget, error rates, etc.); and

4.1.16.2.3 Such measurement approach and results will be subject to approval by DIR, which may use either its own resources or other Third Parties to verify the methodology and data used to produce the measurement.

4.1.17 Texas.gov Website

DIR has users that manage and publish web content for the DIR website, but DIR does not have any users that manage and publish web content for the Texas.gov portal.

There is not a digital style guide. DIR must approve all branding materials and site design.

Successful Respondent shall:

4.1.17.1 Provide all services and deliverables necessary to operate and maintain the Texas.gov

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website and associated Applications.

4.1.17.2 Perform all testing on browser-based and mobile platforms including all supported browser and mobile devices as documented in the SMM. The following link provides requirements and information on the most commonly used browsers to access state information in 2016:
http://publishingext.dir.texas.gov/portal/internal/resources/DocumentLibrary/Most%20Commonly%20Used%20Internet%20Browsers.pdf

4.1.17.3 Provide secure access to Texas.gov functionality and information by Authorized Users per DIR guidelines as specified in the SMM.

4.1.17.4 Update and maintain Search Engine Optimization to ensure prominent results for Texas.gov website.

4.1.17.5 Lead and facilitate the development, approval, and maintenance of Texas.gov website content.

4.1.17.6 Lead and facilitate the identification of initiatives to improve the Texas.gov website effectiveness and usability.

4.1.17.7 Establish a process with MSI guidance that allows new and existing Customers access to information about Texas.gov products and solutions. Content may include product information, online product demos, calendar of upcoming conferences/ events, Customer case studies, information about how to get started with Texas.gov, etc.

4.1.17.8 Write plain language content and error messages as appropriate to ensure successful user experience.

4.1.17.9 Oversee the application of an analytics tool as appropriate for the Texas.gov website and all associated applications to capture web site use analytics and provide to the MSI for operational reporting and back-end analytics.

4.1.17.10   Track application or service-specific marketing initiatives through the website analytics tool as appropriate.

4.1.17.11   Review and analyze analytics data for new services/applications to validate reasoning for suggesting improvements and provide data and results to the MSI.

4.1.17.12   Develop objectives for the Texas.gov website and applications including web analytics, UI/UX.

4.1.17.13   Include Search Engine friendly content and meta data to maximize search placements.

4.1.17.14   Incorporate MSI-provided widgets and forms into the Texas.gov pages to allow Constituents to view contact information and gain access to Constituent Help Desk voice, email, chat support.

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4.1.17.15   Update the Texas.gov website to comply with future laws and rules as they are adopted in accordance with the Change Management process.

4.1.17.16   Test all user interfaces and output, and ensure that, at a minimum:

4.1.17.16.1   All web-based pages using HTML, XHTML, and/or CSS are validated using the appropriate W3C validation service (http://www.w3c.org/); and

4.1.17.16.2   Ensure that the Texas.gov website is compliant to Federal and State laws for Accessibility including Section 508 compliance (with §1194.22 Web-based Intranet and Internet Information and Applications) and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, and provide validation documentation of compliance.

4.1.18 Integration with Payment Services SCP

Successful Respondent is to provide for secure processing of transactions for those applications developed and maintained that connect to the Payment Services SCP via API as well as those applications that link to the Payment Services SCP's Hosted Payment Pages (HPP).

Successful Respondent shall:

4.1.18.1   Provide for secure processing of transactions for those applications developed and maintained that connect to the Payment Services SCP via API.

4.1.18.2   Provide for secure processing of transactions for applications developed and maintained that link to the Payment Services SCP's Hosted Payment Pages (HPP).

4.1.18.3   Determine and coordinate the data exchange requirements to support the Texas.gov applications in connecting with the Payment Services SCP.

4.1.18.4   Develop and document file transfer scripts and monitoring to process transactions as required to support the provision of data to the MSI for full transaction transparency, including:

4.1.18.4.1 Build electronic file transfer scripts.

4.1.18.4.2 Build Electronic data interchange (EDI) data maps between the Applications, Payment Services SCP transactions and data required by the MSI to provide reporting, as needed.

4.1.18.4.3 Test data transfers.

4.1.18.4.4 Build scripts to move data to/from appropriate systems.

4.1.18.4.5 Coordinate and test end-to-end file transfers.

4.1.18.5   Develop new file transfer processes and interfaces, as requested by the MSI and DIR, including:

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4.1.18.5.1 Respond to DIR request for new transfer options.

4.1.18.5.2 Research industry standards and secure file transfer solutions to improve the capabilities.

4.1.18.5.3 Following the MSI and DIR approvals, implement new file transfer solutions.

4.1.18.6 The Successful Respondent will coordinate and work with the Payment Services SCP to complete onboarding of Customers to the Payment Services SCP's payment engine.

4.1.18.7 The Successful Respondent will coordinate with the Payment Services SCP in support of the required financial processing security standards, process, and tools within as required to provide a secure operating environment.

4.1.19 Identity and Access Management

The Successful Respondent will provide Identity and Access Management (IAM) as a web service to securely control access to Texas.gov, payment services, 3rd party applications and resources to website users. The IAM controls who can use resources (i.e., *authentication*) and what resources they can use (i.e., *access*) and in what ways (i.e., *authorization*). At a minimum, the Successful respondent's IAM system will provide the following features:

4.1.19.1 Shared access and administration. Provide users the ability to grant other people permission to administer and use resources without having to share passwords or access keys.

4.1.19.2 Granular permissions. Provide users the ability to grant different permissions to different people for different resources.

4.1.19.3 Secure access to resources for applications. Allow IAM features to securely give applications the credentials that they need to access other resources & APIs.

4.1.19.4 Multi-factor authentication (MFA). Provide two-factor authentication to individual users for extra security. With MFA, for example, users must provide not only a password or access key, but also a code from a specially configured device.

4.1.19.5 Identity information assurance. Maintain log records that include information about those who made requests for resources based on IAM identities.

5   TEXAS.GOV PROGRAM OPERATIONS

5.1   Outreach and Growth

The purpose of Outreach and Growth is to provide marketing and advertising services to current and future Constituents and DIR Customers. The Successful Respondent shall establish the required framework, processes and arrangements to execute DIR-approved marketing and advertising campaigns.

5.1.1 Outreach Process and System

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The Successful Respondent shall, at a minimum:

5.1.1.1   Support the MSI in creating a Constituent outreach campaign management process for Texas.gov Services and support the process when executing Texas.gov marketing and advertising campaigns.

5.1.1.2   Leverage the MSI-provided Outreach System and Customer Relationship Management system as agreed when executing marketing and advertising programs.

5.1.2 DIR Customer Outreach Development

Successful Respondent shall:

5.1.2.1   Support the MSI in the creation and maintenance of annual outreach plans aimed at increasing the DIR Customer base for the Texas.gov offering. At a minimum, the outreach plans shall contain:

   5.1.2.1.1   Definition, size, and segmentation of the potential DIR Customers for the Texas.gov Service.

5.1.2.2   Define the campaign channels (e.g., Customer partnerships, website, events, email blasts, cold calling, for new prospects).

5.1.2.3   Analysis on prospective DIR Customers for Texas.gov to be used as potential new DIR Customer leads.

5.1.2.4   Evaluation of previous year's Texas.gov plan achievement and DIR Customer growth through documentation of actual outreach achievement as compared to the previous year's plan and prospective DIR Customer listing.

   5.1.2.4.1   Determine the resources and roles, if any, that will assist the MSI when performing Customer Outreach.

5.1.2.5   Promote the Texas.gov program, products, and solutions by establishing and maintaining ongoing relationships with key Customers.

5.1.2.6   Advertising tactics to support promoting these solutions will include developing appropriate advertising collateral such as product sheets, brochures, PowerPoints, and demos; facilitating the creation of branding and logos as appropriate; developing targeted marketing and/or communications campaigns; maintaining Texas.gov/Solutions microsite to ensure solution information is current and accurate; and attending pertinent conferences and events to leverage cross-marketing opportunities.

5.1.2.7   Work with the MSI to track and provide awareness of electronic government industry award programs where DIR Texas.gov services are eligible, lead the development and preparation of external award applications, and work with the MSI to submit applications.

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5.1.3 DIR Customer Solutioning

5.1.3.1 Following the Request for Solution process as required in **Exhibit 2.1.1 Cross-Functional Services SOW** and defined in the SMM, design and develop proposals and cost estimates for Texas.gov solutions as requested by new and existing DIR Customers.

    5.1.3.1.1 Provide requirements support, technical support and solutioning support as needed to assist the MSI in completing Texas.gov requests for solutions.

5.1.4 Constituent Market Development

5.1.4.1 The Successful Respondent shall lead in the creation and maintenance of annual marketing plans aimed at increasing the Constituent base utilizing the Texas.gov Services. At a minimum, the marketing plans shall contain:

    5.1.4.1.1 Definition, size, and segmentation of the current and potential Constituents for each Texas.gov Service.

    5.1.4.1.2 Analysis on attracting prospective Constituents along with marketing and advertising strategies including estimated advertising purchases directed at attracting the Constituents to the Texas.gov website.

    5.1.4.1.3 Evaluation of previous year's plan achievement and Constituent growth through documentation of actual market achievement as compared to the previous year's plan.

5.1.4.2 Create and maintain a quarterly Constituent demand generation plan to drive awareness and interest in the Texas.gov program.

5.1.4.3 For DIR budgeting purposes, on an annual basis create a three-year advertising strategy including estimated advertising purchases directed at attracting Constituents to the Texas.gov website.

5.1.5 Constituent Marketing Campaigns

The Successful Respondent shall lead and facilitate marketing campaigns by coordinating with MSI and DIR to perform the following for each campaign:

5.1.5.1 Provide proactive utilization of communications channels that promote the Texas.gov Program, encourage Constituent participation, provide Constituent education and increase usage.

5.1.5.2 Provide the lead role in defining the marketing campaign objectives, services and target Constituents.

5.1.5.3 Define the advertising campaign channels (e.g. online ads including digital television (e.g. Roku), television, radio, social media, building or billboard signage).

5.1.5.4   Establish measurements to track performance against the campaign objectives.

5.1.5.5   Define the campaign plan, as approved by DIR, including timeline, roles, messaging, and collateral.

5.1.5.6   Share the campaign plans with the MSI and support the MSI's overall campaign program management efforts.

5.1.6 Constituent Product Marketing

5.1.6.1   The Successful Respondent shall lead in the creation and purchasing of DIR approved product marketing collateral for use in driving demand and educating new and existing Texas.gov Constituents. At a minimum, the collateral shall:

   5.1.6.1.1   Address topics such as: problems being solved, service and solution descriptions and benefits/value propositions.

   5.1.6.1.2   Be in multiple forms for convenient use in campaign activities as appropriate to increase Constituent use of Texas.gov services, for example: online training through video-based click through demonstrations via Texas.gov YouTube channel.

5.1.7 Constituent Campaign Operations and Advertising

The Successful Respondent will be responsible for the promotion and advertising of Texas.gov services and promotion of the Texas.gov brand.

The Successful Respondent shall:

5.1.7.1   Design and coordinate the purchasing of advertising in support of the DIR-approved outreach campaigns.

5.1.7.2   Provide management of all DIR-owned Texas.gov social media properties.

5.1.7.3   Log and track campaign activities and results, including at a minimum, media buys, click-through results and ratios, transaction comparisons and increases, etc.

5.1.7.4   Establish and maintain media relationships to place stories that highlight Texas.gov, participate in public events as needed, email distribution to initiate action to opt-in users.

5.1.7.5   Advertise to Texas.gov Users using a mix of media (including social media) and other communication tactics.

5.1.7.6   Create a marking campaign that considers but is not limited to the following outlets:

   5.1.7.6.1   Create and distribute Texas.gov marketing materials including Texas.gov branded handouts at high-traffic locations (e.g., DPS stations and tax assessor offices if requested) across the State.

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5.1.7.6.2 Leverage existing communications and streamline forms with strong Internet calls to action.

5.1.7.6.3 Provide public service announcements through a customized program for earned broadcast media exposure as requested and approved by DIR.

5.1.7.6.4 Identify and hold or participate in regular live events (e.g. Football tailgates, college campus awareness days) to reach Constituents and draw attention to Texas.gov.

5.1.7.6.5 Contribute stories, byline articles, op-eds as appropriate (e.g., Prepare press releases, prepare specific collateral for different events throughout the state such as Kindergarten round-up in Texas where special instructions are sent to the schools to let the Constituents know they can get their child's birth certificate through Texas.gov).

5.1.7.7 Align advertising efforts with the overall DIR Marketing Plan and Schedule.

5.1.7.8 Align advertising efforts with the core mission and vision of Texas.gov.

5.1.7.9 Advertise new features and applications to existing users and to target additional audience segments not currently using Texas.gov.

5.1.7.10 Address appropriate search engine optimization and search engine marketing strategies to drive higher placement of Texas.gov in search results.

5.1.7.11 Measure and improve satisfaction with Texas.gov.

5.1.7.12 Collaborate with Customers to understand their needs and promote the benefits of digital government initiatives to Constituents.

5.1.7.13 Advertise specific services to targeted constituencies.

5.1.7.14 Deliver compelling incentives to businesses and constituents to use the website, as approved by DIR.

5.1.7.15 Build trust through promotion of the benefits, ease of use, security, and privacy that are integral features of the Texas.gov program.

5.1.7.16 Assess Customer needs and what outreach and marketing efforts will be deployed to meet those needs.

5.1.8   Customer Satisfaction

The Successful Respondent will execute the customer satisfaction requirements as described in **Exhibit 3.5 Customer Satisfaction**.

5.2   Application Portfolio Management

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5.2.1 Application Portfolio Management Support

Application Portfolio Management (APM) is a service for DIR Customers that is currently under development. The APM provides a centralized approach to collecting, analyzing, and describing the relationships between and among Customer's business applications, thereby allowing Customers to make informed, prioritized decisions about investments in technology services that support their business needs. While the APM Shared Service is provided by a Service Component Provider(s), the MSI provided Configuration Management System (CMS) shall provide a container to store select APM attributes (e.g. Business Application names) as required to efficiently share data between the CMS and APM service.

The Successful Respondent shall:

5.2.1.1   Use DIR's APM offering to track and maintain application data

5.2.1.2   Provide and input all required data sets into the APM to maintain accuracy and relevancy.

5.2.1.3   Maintain application inventories and relationship mappings within the CMDB.

6   Transition

6.1   Transition Requirements

6.1.1 General

The Successful Respondent shall, at a minimum:

6.1.1.1   Ensure all Applications are successfully transitioned to Successful Respondent tools and processes by Commencement without service degradation to DIR Customers or Constituents.

6.1.1.2   Ensure all Applications are running on compute provided by the DCS program Consolidated Data Centers (Austin Data Center (ADC) and San Angelo Data Center (SDC)), and for those not currently running in the DCS program, migrate the Applications into the DCS program as approved by DIR.

DIR is open to SaaS solutions being leveraged as a component of a larger on-premise based solution. The Data Center Services (DCS) program includes hosting compute in one of the state's consolidated data centers, which includes several public cloud providers. Consistent with current Data Center Customers, the application can be built off a SaaS and/or hosted in one of the cloud providers available in the DCS hybrid cloud. Currently the DCS hybrid cloud includes Amazon Web Services (AWS) and Azure, with Google soon to come. SaaS solutions are not limited to specific vendors and/or products.

6.1.1.2.1   Work closely with the DCS Service Providers in performance of infrastructure services, in accordance with the DCS Statements of Work and the DCS Service Responsibility Matrices.

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6.1.1.3   Provide support to the MSI, DCS SCPs, and Incumbent in the event Collocated network and compute is being migrated into the DCS program during or after the Transition period.

6.1.1.4   Develop a detailed Transition Plan including the Successful Respondent's approach to transitioning Services from the Incumbent provider while avoiding service disruption to the Customers and Constituents. See **Section 6.1.6 Transition Plan**.

6.1.1.5   Establish program facilities and staff in the Austin, Texas area to facilitate communication, auditing, and access to records and documentation.

6.1.1.6   Coordinate with Payment Services SCP to establish all necessary processes and interfaces for Texas.gov transaction processing as it relates to payment processing.

6.1.1.7   Coordinate with the Payment Services SCP and update Applications as required to establish or transfer merchant accounts for Customers who have applications on Texas.gov.

6.1.1.8   All documentation collected during the Successful Respondent's transition will become the property of DIR and will be provided to DIR upon request and the Successful Respondent shall store in the MSI-provided Portal.

6.1.2 People and Training

The Successful Respondent shall, at a minimum:

6.1.2.1   Provide sufficient staffing to effectively accomplish Transition objectives.

6.1.2.2   Provide sufficient training of Successful Respondent's staff to support the proposed solution prior to commencement.

6.1.2.3   Be responsible for all knowledge transfer from the Incumbent provider to Successful Respondent's staff.

6.1.2.4   Adhere to the mandatory MSI, DIR and regulatory required training for all of Successful Respondent's staff prior to commencement.

6.1.2.5   Establish and document strategic and operational guides, processes, and procedures required to support the services and requirements in the Agreement.

6.1.2.6   Train all respective MSI, SCP, DIR and Customer staff on the Successful Respondent's systems, processes and Services prior to Commencement.

6.1.3 Transition and Maintenance of State Owned Applications

The Successful Respondent shall, at a minimum:

6.1.3.1   The Respondent shall transition and maintain the Texas.gov applications listed in **Exhibit 4.4 Assets** while avoiding service disruption to the Customers and

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Constituents.

6.1.3.2 Respondent will input required information on Texas.gov applications into the CMDB and APM.

6.1.4 Replication and Maintenance of Non-State Owned Applications

The Successful Respondent shall, at a minimum:

6.1.4.1 The Successful Respondent shall replicate and maintain the Texas.gov applications listed in **Exhibit 4.4 Assets** that are designated as 'provider owned' while avoiding service disruption to the Customers and Constituents.

6.1.5 Transition and Maintenance of DPS Vehicle Inspection Connection (VIC) Equipment

The Successful Respondent shall, at a minimum:

6.1.5.1 The Respondent shall transition and maintain the DPS VIC equipment including:

6.1.5.1.1 Provide break fix and deployment of new equipment upon Commencement as requested by inspection station customers.

6.1.5.1.2 Update the DPS VIC SMM processes as required to support the full Lifecyle management of the equipment. Track DPS VIC equipment inventory according to the process and attributes as defined in the SMM and provide the inventory to the MSI on an agreed basis (e.g., monthly) and as defined in the SMM.

6.1.5.1.3 Maintain the approved DPS VIC desktop image according to the processes as defined in the SMM.

6.1.5.1.4 Maintain a test environment to test the equipment and ensure it works prior to shipping to the inspection station customers.

6.1.6 Transition Plan

Respondent shall describe in detail the Transition Plan, solution, and overall approach to implement the Services and transition from the Incumbent. Respondent shall submit a draft Transition Plan as follows:

6.1.6.1 Transition Overview

Respondent shall describe its plan for taking over the Services from the Incumbent at the Commencement Date, including, but not limited to, documenting pre-Commencement activities that must occur, how transition will take place at the Commencement Date, and what post-Commencement Date activities will be required to fully transfer all components of the Services from the Incumbent (e.g., Applications, assets, software licenses and operational documentation). Respondent shall include Knowledge Transfer requirements and associated activities and schedule for such activities.

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6.1.6.2   Transition Timeline

Respondent shall describe the overall timeline from the start of pre-Transition activities through the establishment of predictable, repeatable service delivery results that meet the requirements of the RFO. The schedule should include a description of the critical milestones related to Transition efforts. Any critical milestones identified should be included in the Transition Project Plan.

6.1.6.3   Critical Success Factors

Respondent shall describe the three (3) to five (5) characteristics, conditions, or variables it believes will have a direct and critical impact on the effectiveness, efficiency, and viability of its proposed solution. The Respondent shall describe its approach to mitigating risks and ensuring these critical factors are successful.

6.1.6.4   Additional Information

Respondent may use this section to provide any additional information that may not fit in the other sections and which it believes will help the DIR understand its transition approach. The Transition Plan should include, at a minimum, all Applications, systems, processes, knowledge and reporting that are required to transition from the Incumbent provider. See **Exhibit 3.3 Critical Deliverables** for further requirements.

6.1.6.5   People, Skills and Training

Respondent shall describe its overall approach to acquiring and retaining the necessary resources and skills to implement new Services including transitioning the Services from the Incumbent.

6.1.6.6   Transition Assistance Support

Respondent shall describe the support it will require from the Incumbent to prepare for and execute a smooth transition, including the following:

> 6.1.6.6.1   Personnel Support – Respondent shall describe the personnel and organizational support required from the Incumbent and applicable third party vendors that is critical to planning, preparation, and turnover of Services.

> 6.1.6.6.2   Critical Information – Respondent shall describe critical information needed from the Incumbent as part of transition planning, solution development, transition readiness assessment, and work turnover, including pre-Commencement knowledge transfer activities.

> 6.1.6.6.3   Contingency Plans – Respondent shall describe areas for which contingency plans will be developed including under what conditions and in what timeframe they would be invoked to address inadequate information or support from the Incumbent.

> 6.1.6.6.4   Technology Support – Respondent shall describe the technology assistance required from the Incumbent and MSI to support in the transition of toolsets.

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6.1.6.6.5 Assumptions – Respondent shall describe any key assumptions that have been factored into Respondent's plans for Termination Assistance Support from the Incumbent that have not been mentioned in other sections.

6.1.6.7 Transition Services

Respondent shall describe its approach for the following:

6.1.6.7.1 Service Operations – Respondent shall describe how the Incumbent's Service Operation functions (e.g., Project Office, Release Management, Testing, Maintenance, etc.) will be transitioned to the new environment.

6.1.6.7.2 Policies and Procedures – Respondent shall describe how it will transition the current Policy and Procedures Manual and/or current Service Management Manual (SMM) to the proposed SMM content. Respondent shall provide recommendations for phased implementation and identify the timing to complete the sections of the SMM. Respondent shall include a description of how technical runbooks and Technical Recovery Guides will be updated to current requirements and as changes are made to the environment.

6.1.6.7.3 Service Management Systems – Respondent shall describe plans for transitioning from the Incumbent's Service Management Systems to the MSI-provided Service Management Systems that are set forth in the RFO. Include Respondent's expectations for what systems will be in place at the Commencement Date and what systems or changes will be put in place subsequently.

6.1.6.7.4 CMDB – Respondent shall describe its approach to transitioning the data and related processes from the existing data sources and/or CMDB to its solution leveraging the MSI-provided CMDB, including how Respondent proposes to ensure accuracy.

6.1.6.7.5 Integration – Respondent shall describe how it will work with the MSI and SCPs to ensure no disruption in service for DIR and DIR Customers and Constituents. Respondent shall include a listing of integration points expected between Respondent tools and processes with the MSI and the SCPs.

6.1.6.7.6 Payment Processor – Respondent shall describe its transition approach to integration with Payment Processor services. This description should include any expected analysis of the current Payment Processor environment, due diligence activities, expected termination assistance, communication plans, strategy for testing, and major milestones.

6.1.6.7.7 Disaster Recovery – Respondent shall explain how it will first take over the current Disaster Recovery plan and testing, as is, and support that architecture, plan and testing for all Applications until the dual data center disaster recovery strategy, as described in **Exhibit 2.3 IT Service Continuity Management**, is implemented. Furthermore, the respondent shall explain their approach to

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transitioning into the dual data center disaster recovery architecture, and model, which leverages the Consolidated Data Centers (Austin Data Center (ADC) and San Angelo Data Center (SDC)) and the DCS program disaster recovery levels.

The file must be a narrative form of the Respondent's approach for Transition, in Microsoft Word format, and must be entitled, "**ABC_DIR_RFO_Transition_Plan.docx**."

6.1.6.8 Transition Project Plan

Respondent shall provide a Transition Project Plan in Microsoft Project format including all milestones and high level activities necessary for the successful completion of transition.

The file, (which should include timing and milestones) must be in Microsoft Project format and entitled "**ABC_DIR_RFO_Transition_Project_Plan.mpp**."

6.1.7 New Applications

Prior to Commencement Date, the Texas.gov Services Successful Respondent will develop two new applications necessary to provide Texas.gov Services:

6.1.7.1 My Government My Way and;

6.1.7.2 Department of Public Safety (DPS) Over the Counter.

A description of **each of these new applications** is provided below. Respondent is to use a form such as what is contained in **Attachment D Work Order** to document the specifics of the solution and pricing in its Response. Additionally, Respondent is to include application development and ongoing maintenance costs as requested in **Exhibit 4.1 Pricing Structure**.

6.1.7.3 My Government My Way

My Government My Way is a new, exciting engagement model for the state of Texas and constituents that we serve. The vision is a digital government assistant personalized to anticipate citizen needs and facilitate a secure, convenient, and efficient customer experience. My Government My Way is designed to transform how Texans engage with government, providing an integrated platform that eliminates the need to traverse across multiple agencies, applications, forms, and passwords to do business with the state. Accessible at home or work on a desktop or on-the-go through a mobile device, My Government My Way is the next frontier for Texas.gov, eliminating sign-up and renewal friction and raising awareness of relevant public services based on individual profiles.

The service is voluntary and citizens opt-in by creating an online profile through a guided series of questions. The personal profile created by My Government My Way informs the user of the government services that are being tracked and creates a timeline of deadlines and key dates for the year. The user can set reminders and payment preferences with the ability to renew or pay for services with a single click. Through data analytics and machine learning, the assistant connects dots and identifies potential needs, recommending useful links, shortcuts, new services, or relevant changes in law.

New features will be added in response to emerging needs of the community and improvements in technological capacity after Transition. Enhanced customization and personalization will

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include a dashboard allowing users to incorporate dynamic tools such as web widgets and RSS feeds to receive regular updates from sources of their choice. Features of the customized pages must:

> 6.1.7.3.1 Be developed and supported as a Tier 1 application as defined in the CMDB.
>
> 6.1.7.3.2 Support at a minimum, one (1) hour RPO and one (1) hour RTO disaster recovery requirements in accordance with **Exhibit 2.3 IT Service Continuity** and pursuant to service levels defined in **Exhibit 3.1 Service Level Matrix** for Tier 1 applications.
>
> 6.1.7.3.3 Incorporate an interface that is creative, well-designed, usable, and navigable;
>
> 6.1.7.3.4 Comply with statewide accessibility standards;
>
> 6.1.7.3.5 Work collaboratively with Customers to create useful and dynamic web widgets;
>
> 6.1.7.3.6 Allow approved outside content to be incorporated into user dashboards;
>
> 6.1.7.3.7 Publish an organized and searchable library of widgets; and
>
> 6.1.7.3.8 The Successful Respondent must state how it meets the requirements and provide at a minimum:
> > 6.1.7.3.8.1 Description of personalized user account solution,
> > 6.1.7.3.8.2 Policies and procedures for implementation;
> > 6.1.7.3.8.3 Examples of potential Texas.gov value-add widgets,
> > 6.1.7.3.8.4 Description of the native mobile application for Constituent use.
> > 6.1.7.3.8.5 Additional services offered to Customers, and
> > 6.1.7.3.8.6 Technical requirements to meet accessibility standards without compromising functionality or user interface.

DIR expects the platform to evolve over time and anticipates an initial three phased rollout, beginning with a minimum viable product (MVP) to seek user feedback and incorporate learnings. The below plan and schedule for the project is at a point in time. As the platform evolves over time, the plan may need to be revised according to the applicable project work order change request process.

The MVP will be released by the Commencement Date of the Agreement (i.e., 9/1/2018), with two major releases following in the next twelve (12) months. The Successful Respondent will develop a solution and price to address the release requirements framework below:

Release	Function	Purpose
1	Build knowledge base	retain data from driver's license renewal (DPS data)
1	Build knowledge base	retain data from hunting/fishing boat renewal (TPWD data)
1	Build knowledge base	retain data from professional license renewal (TDLR data)
1	Build knowledge base	retain data from vehicle renewal (DMV data)
1	Citizen credentialing	Establish internal GUID and let citizen create user id and password

Release	Function	Purpose
1	History	maintain/display address change history
1	History	maintain/display service history
1	History	maintain/display transaction history
1	Profile	email address
1	Profile	mail address
1	Profile	mobile phone
1	Profile	receive digital letters not mailed letters
1	Profile	record preferred payment type (CC, ACH, DB, etc.)
1	Profile	security questions for secondary authentication
1	Profile	set alert type (email, text, phone call)
1	Profile	ship address
1	Service	agency contact: phone, street address, etc.
1	Service	locate nearest state office
1	User Settings configuration	configure alert/reminder periodicity
1	User Settings configuration	select communication type: phone call, text, email
2	e-wallet	store and display digital driver's license
2	e-wallet	store and display digital handgun carry license
2	e-wallet	store and display digital professional license
2	e-wallet	store and display digital vehicle registration (car, boat trailer)
2	e-wallet	store and display voter registration id
2	Profile	SS#
2	Profile	voter registration id
2	Service	change address (push to agencies)
2	Service	preferred content notification, i.e., TPWD info, TWDB info, GLO info
2	User Settings configuration	construct personal assistant (PA) avatar
3	Profile	biometric recognition (e.g., facial, fingerprint, retina)
3	Service	additional services promotion
3	Service	Local services (city, county), taxes, etc.
3	Service	online voter registration, if applicable
3	Service	online voting, if applicable
3	Service	recurring transaction auto create
3	Service	Texas Integrated Eligibility Redesign System (TIERS) integration
3	Service	Work in Texas integration
3	User Settings configuration	select personal assistant (PA) language: English, Spanish, German, Japanese
3	User Settings configuration	select personal assistant (PA) tone: metro, traditional, Texan, country

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6.1.7.4 DPS Over the Counter

The existing DPS Over the Counter application is a proprietary application owned by the Incumbent. The Texas.gov SCP must replicate the functionality of that application for continued support of DPS which provides Over the Counter (OTC) processing of payments via credit cards, cash, and cash equivalents for multiple statewide DPS locations.

The application will automate the daily cash reconciliation process for the designated DPS locations throughout the state. The following basic requirement must be provided at minimum:

6.1.7.4.1 Developed and supported as a Tier 1 application as defined in the CMDB.

6.1.7.4.2 Support, at a minimum, 1 hour RPO and 1 hour RTO disaster recovery requirements in accordance with **Exhibit 2.3 IT Service Continuity** and pursuant to service levels defined in **Exhibit 3.1 Service Level Matrix** for Tier 1 applications.

6.1.7.4.3 Must use the payment processor offered by the Payment Services SCP;

6.1.7.4.4 Store information regarding DPS product pricing, configurations, and locations;

6.1.7.4.5 Facilitate the exchange of data to and from DPS locations;

6.1.7.4.6 Facilitate the exchange of data between State Treasury and the payment processor;

6.1.7.4.7 Create daily deposit slip reports for cash and check deposits for each DPS location;

6.1.7.4.8 Reconcile payment types;

6.1.7.4.9 Provide secure network environment [OSI layers 4-7];

6.1.7.4.10 Interface with OTC Point Of Sale devices.

6.1.7.4.11 Allow for proper testing and user acceptance by DPS;

6.1.7.4.12 Create user guides and reference manuals for user training;

6.1.7.4.13 Create system that verifies user access;

6.1.7.4.14 Consideration of additional functionality and features upon the mutual agreement of DPS, Successful Respondent, and DIR.

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